



JONATHAN E. FIELDING, M.D., M.P.H.
Director and Health Officer

JONATHAN E. FREEDMAN
Chief Deputy Director

313 North Figueroa Street, Room 806
Los Angeles, California 90012
TEL (213) 240-8117 • FAX (213) 975-1273

www.lapublichealth.org



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July 17, 2009

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *in y g l e s t o f o r*
Director and Health Officer

SUBJECT: **REQUEST TO AMEND INFORMATION TECHNOLOGY SUPPORT SERVICES
MASTER AGREEMENT (ITSSMA) WORK ORDERS 04-1358 WITH RYDEK
COMPUTER PROFESSIONALS UNLIMITED, INC., 04-2215 WITH TOTALIS
CONSULTING GROUP, INC., AND 04-2216 WITH STAFF TECH, INC.**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the current ITSSMA Work Orders as described herein:

1. ITSSMA Work Order 04-1358, with Rydek Computer Professionals, to extend the term through June 30, 2010 and increase the total maximum amount by \$32,800, from \$52,500 to \$85,300.
2. ITSSMA Work Order 04-2215, with Totalis Consulting Group, to extend the term through June 30, 2010 and increase the total maximum amount by \$44,200, from \$52,500 to \$96,700.
3. ITSSMA Work Order 04-2216, with Staff Tech, Inc., to extend the term through June 30, 2010 and increase the total maximum amount by \$55,200, from \$52,500 to \$107,700.

The new total amount for all help desk work orders will be \$416,200. This includes the \$289,700 for the Work Orders listed above plus \$126,500 for work order number 04-2217 with Unified Technical, Inc, which was previously amended on June 22, 2009. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

Public Health Information Systems (PHIS) provides a variety of IT support services to the Department for applications, PC's, printers, and other peripherals. Department personnel utilize these IT applications and IT equipment to perform their day-to-day work duties. PHIS' current Help Desk is insufficiently staffed to provide timely End-User Help Desk support and equipment maintenance. These work orders provide contracted staff to enhance this critical service.

SCOPE OF WORK

The duties to be performed by the contractors include the following:

- Respond to End-User support calls.
- Use Help Desk software to document and track support calls.
- Reset passwords.
- Create system accounts.
- Equipment inventory tracking.
- Remote installation of software.
- Research equipment specification requests.
- Assist PC support staff as needed.
- Escalate problems to appropriate staff.
- Install remote control software.
- Utilize remote desktop software to perform system updates, modify installation parameters, desktop configurations, files and file system security.
- Update, install, and configure operating systems on all Windows desktops.
- Logically secure workstations.
- Join workstations to a Microsoft server environment.
- Utilize remote desktop software to secure all networked printers and removing unnecessary protocols from the setup.
- Troubleshoot desktop problems such as IP conflicts, driver conflicts, DNS configuration issues, etc.
- Install and configure Symantec Antivirus.
- Imaging desktop computers.
- Perform computer salvage.
- Other similar duties as needed by LACO Project Manager.

JUSTIFICATION

DPH does not currently have sufficient permanent help desk support staff to perform the required duties listed above. Therefore, DPH, must augment its workforce through the use of the previously mentioned ITSSMA contractors. DPH relies on these contractors to supplement existing County staff to ensure that DPH employees continue to receive crucial technical support to function properly within the Department. These contractors have developed an intimate knowledge of DPH's existing applications, which are critical to DPH's daily operations. The continued use of these consultants will eliminate potential learning curve issues that might arise if different contractors were obtained to perform these same services. If DPH was not able to obtain the technical services and skill set provided by these contractors, the lack of ongoing support could adversely affect DPH's ability to effectively and efficiently carry out its required goals and objectives.

Additionally, DPH is continuing its efforts to attract qualified permanent staff. Although several information technology examinations have been administered to bring in appropriately skilled individuals to perform these services, the results have not yet proved successful.

FISCAL IMPACT

The contractors' hourly rates for these time and material Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this initiative are available in the Department's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase for 2008-2009	Work Order New Maximum Amount
Rydek Computer Professionals Unlimited, Inc.	04-1358	\$52,500	\$32,800	\$88,300
Totalis Consulting Group, Inc.	04-2215	\$52,500	\$44,200	\$96,700
Staff Tech, Inc.	04-2216	\$52,500	\$55,200	\$107,700
*Unified Technical, Inc.	04-2217	\$52,500	\$74,000	\$126,500
TOTALS		\$210,000	\$206,200	\$416,200

*Work Order amended on 6/22/2009.

NOTIFICATION TIMELINE

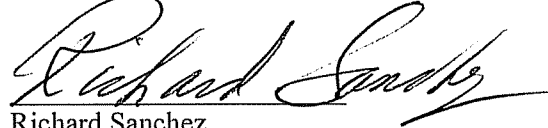
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by August 5, 2009, we will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:



Richard Sanchez
Interim Chief Information Officer

7-23-09

Date